14. MAJOR DUTIES AND RESPONSIBILITIES – INFORMATION TECHNOLOGY ASSISTANT

Operations – Performs daily operations of the LAN, including start-up, back-ups, administration of user rights and access e-mail services, and monitoring systems logs to ensure proper operations. Controls and manages computer system acce to users, manages peripheral equipment, system configuration, and troubleshoots user problems. Sets up new received computer equipment and installs software packages appropriate for specific user needs. Monitors system operations to ensure compliance with applicable security requirements and reports any problems.

Training – Plans, develops, and conducts IT training programs on a wide range of applications including office productivit software to MS Windows operating systems. Analyzes specific office functions and implements a training program tailore to the needs of those users. Also recommends alternative means to organize, process, and perform office functions to better take advantage of available computer resources. Incumbent is responsible for maintaining all computer equipment installed for training purposes.

Analysis – Analyses hardware and software capabilities to meet CDC Nigeria current and anticipated requirements and recommends configurations to meet operational demands. Reviews CDC Nigeria office functions for possible automation investigating new technologies to increase workforce productivity through technology and makes recommendations based on research and findings.

Programming – Writes and/or modifies procedure language programs automate routine operations. Modifies program applications as necessary to customize them for local use. Writes and modifies macros for users throughout the CDC Nigeria office.

Administration – Maintains up-to-date records of equipment maintenance, hardware inventory, software upgrades, and system configurations. Maintains the PEPFAR interagency document sharing web site.

Other Duties as assigned –